

01.01.1992.15). It reorganized under its present name in October 1995 (Executive Order 01.01.1995.26). The Council was formed to make State government efficient and cost-effective by establishing total quality processes (also known as continuous quality improvement processes) within State government.

Continuous Quality Improvement helps management assess customer service levels and then redirect efforts towards a higher level of service that meets and exceeds the customer's requirements and expectations. Involving all managers and employees, it strives for continuous improvement achieved through teamwork. Continuous Quality Improvement is coordinated by the Department through the Governor's Quality Council.

On the Council, each State agency is represented by its quality improvement coordinator.

EMPLOYEE BENEFIT SERVICES

Vacancy, *Director*

301 West Preston St.
Baltimore, MD 21201 (410) 767-4710

Within the Department of Budget and Management, Employee Benefit Services was formed in 1996. This office supervises Employee Benefits and Medical Services, and is aided by the State Employees' Health Insurance Advisory Council.

STATE EMPLOYEES' HEALTH INSURANCE ADVISORY COUNCIL

Vacancy, *Chair*

In 1985, the State Employees' Health Insurance Advisory Council was created (Chapter 217, Acts of 1985). The Council advises the Secretary of Budget and Management on implementation, maintenance, negotiations, and administration of the State Employees' Health Insurance Program. The Council also advises the Secretary on the procedure for soliciting bids from health care providers for a contract under the Program; the types of providers contracted to provide health care benefits; and the amounts of those benefits.

The Council consists of thirteen members. Twelve are appointed to two-year terms by the Governor. The Secretary of Budget and Management serves ex officio. The Governor names the chair (Code State Personnel and Pensions Article, secs. 8-105 through 8-106).

EMPLOYEE BENEFITS DIVISION

Patrick N. Renaud, *Director*

(410) 767-4710

Functions of the Employee Benefits Division formerly were administered by the Fiscal Management Division of the Department of Personnel. In 1990, they were assumed by that department's Employee Benefits Division. In 1994, the State Employee and

Retiree Health and Welfare Benefits Program transferred from the Department of Personnel to the Department of Budget and Fiscal Planning (Chapter 107, Acts of 1994). Previously under the Deputy Secretary, the Division was placed under the Office of Human Resources in 1996.

MEDICAL SERVICES DIVISION

Peter Oroszlan, M.D., *Medical Director*

(410) 767-4626

The position of Medical Director was established in 1937. Functions of the office were organized as the Medical Services Division in 1995. Formerly under the Department of Personnel, the Medical Services Division moved to the Department of Budget and Management in 1996.

The Division determines if State employees or applicants for State employment are employable in terms of their health. The Division also oversees the Department's Drug-Testing Program.

PERSONNEL MANAGEMENT SERVICES

Michael A. Glass, *Director*

301 West Preston St., Room 602
Baltimore, MD 21201 (410) 767-4751

Personnel Management Services began within the Department of Personnel from units previously administered by Compensation and Employee Selection, Administration, and Employee Services. That office organized in 1991 as Human Resource Management and Development and, in 1995, as the Management Services Administration. In 1996, it became Personnel Management Services within the Department of Budget and Management.

The office is responsible for five divisions: Data Management; Employee Development and Training; Employee Relations; Recruitment and Examination; and Salary Administration and Position Classification.

DATA MANAGEMENT DIVISION

Michael M. Strempek, *Director*

301 West Preston St., Room 608
Baltimore, MD 21201 (410) 767-4732

The Data Management Division originated in the Department of Personnel as the Data Management Information Services Division in 1970. It became the Data Management Services Division in 1991. The Division transferred to the Department of Budget and Management in 1996 as the Data Management Division.

The Division provides information on personnel positions to the Department, other State agencies, and local governments. The Division plans, develops, implements, and maintains a centralized automated information system for all divisions of the Department and the Injured Workers' Insurance Fund.